

NEW JERSEY DEPARTMENT OF COMMUNITY AFFAIRS

JOB VACANCY POSTING

POSTING NUMBER: HR-0125

ISSUE DATE: October 8, 2013

TITLE: Technical Support Specialist 1

CLOSING DATE: October 22, 2013

DIVISION/UNIT: Information Technology

LOCATION: 101 South Broad Street, Trenton

SALARY RANGE: (R24) \$58,016.50 - \$82,362.22

POSITION(S): 1

DISTRIBUTION: STATEWIDE

DESCRIPTION OF MAJOR DUTIES:

Under general supervision, in a mainframe environment, provides direct hands on support to a work shift of the Data Processing Operations unit in resolving production problems from verbal or written problem reports; consults with network management and systems programming staff for problem diagnosis, assistance, and resolution; monitors and allocates space on direct access storage devices; uses productivity aids in implementing and maintaining software, applications, and system libraries; OR in a client/server environment, provides hardware/software support to end users; installs hardware and software on servers and/or workstations; does other related duties.

EDUCATION:

Graduation from an accredited college or university with an Associate's degree in Data Processing.

EXPERIENCE:

Three (3) years of experience in data processing systems analysis and programming design, or the analysis of work methods and processes, or the operation of multi-program OR client/server computer systems, or working in the support areas of computer scheduling, input/output control and magnetic data control in the data processing field or help desk, one (1) year of which shall have been in the technical support area solving user problems in a help desk or related environment or using productivity aids and job control languages.

NOTE: A Bachelor's degree in any field may be substituted for the Associate's degree in Data Processing.

NOTE: A Bachelor's or Master's degree in Data Processing may be substituted for one (1) year of experience.

*Special Note Substituting Experience for Education

Experience in the study of work methods and processes, the analysis of varied types of data, the design and preparation of systems and programs, the operating of multiprogramming or client/server computer systems and work in the data processing support areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year-for-year basis.

NOTE: Any formal data processing training by any organization may be submitted for consideration and evaluation as possibly being equated to a specific number of college credits. The Civil Service Commission will review the course content and all the other factors involved, and make a determination.

LICENSE/CERTIFICATIONS:

Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

- ☐ A promotable eligible exist within the unit scope.
- ☒ A promotional or open competitive list exists.
- ☐ Depending upon the qualifications of applicants, appointment may be made at a lower level.

Please submit a resume and any required documents (licenses, certification and or transcripts) along with a letter of interest, including a phone number to:

Office of Human Resources
New Jersey Department of Community Affairs
HR# 0125
PO Box 800
Trenton, New Jersey 08625
Resumes may be emailed to: resume1@dca.state.nj.us

Interviews will be granted on the basis of the resume.

NOTE: In accordance with the New Jersey First Act P.L. 2011 c70, effective September 1, 2011, new public employees are required to obtain New Jersey residency within one (1) year of employment.

The New Jersey Department of Community Affairs is an Equal Opportunity Employer